

PATENT

APPLICATION 09/528,693

ATTORNEY DOCKET 2000P7518US (1009-026)

AMENDMENTS

AMENDMENTS TO THE CLAIMS

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JUL 27 2007

1. (Currently Amended) A system for providing product information for a predetermined product comprising:

a product information apparatus comprising an indicator contained in a memory; and

a predetermined product operatively coupleable to a programmable logic controller, the programmable logic controller operatively coupleable to a network, the programmable logic controller adapted to control an actuator, said indicator associated with said predetermined product and indicative of a network web page, where product information is provided a human/machine interface of the programmable logic controller adapted to display the network web page for said predetermined product, the network web page associated with said predetermined product, the network webpage adapted to provide comprising an updatable maintenance log, the network webpage adapted to provide an on-line product support help window, information provided via the on-line product support help window adapted to update the updatable maintenance log.

2. (Previously Presented) The system of claim 1, wherein said indicator is specific to said predetermined product, such that a plurality of indicators that direct to a plurality of web pages are provided, each web page providing specific product information relevant to said predetermined product.

3. (Previously Presented) The system of claim 1, wherein said indicator is an URL of a web page.

4. (Previously Presented) The system of claim 1, further comprising a label affixed to the predetermined product, wherein said label comprises said memory.

5. (Previously Presented) The system of claim 1, wherein said memory is a micro-chip memory.

PATENT
APPLICATION 09/528,693
ATTORNEY DOCKET 2000P7518US (1009-026)

6. (Previously Presented) The system of claim 5, wherein the programmable logic controller is coupled to the network via means for automatically interfacing to the Internet to access said web page based on said indicator.

7. – 20. (canceled).

21. (New) A system comprising:

a product information apparatus comprising an indicator, said product information apparatus communicatively coupled to a predetermined product, said predetermined product operatively coupleable to a programmable logic controller, said programmable logic controller adapted to control an actuator, said indicator associated with said predetermined product and indicative of a network web page, a human/machine interface of said programmable logic controller adapted to automatically display said network web page responsive to said indicator, said network web page associated with said predetermined product, said network webpage adapted to provide an updatable maintenance history log, said network webpage adapted to provide an on-line product support help window, information provided via said on-line product support help window adapted to update said updatable maintenance history log.

22. (New) The system of claim 21, further comprising:
said predetermined product.

23. (New) The system of claim 21, further comprising:
said programmable logic controller.

24. (New) The system of claim 21, wherein, said indicator is stored in a memory provided with said predetermined product.

PATENT
APPLICATION 09/528,693
ATTORNEY DOCKET 2000P7518US (1009-026)

25. (New) The system of claim 21, wherein, said indicator is stored in a micro-chip implanted in said predetermined product.

26. (New) The system of claim 21, wherein, said indicator is stored in a micro-chip that is accessible via a serial port.

27. (New) The system of claim 21, wherein, said indicator is stored in a micro-chip that piggy backs on a port line provided with said predetermined product.

28. (New) The system of claim 21, wherein, said network webpage provides an e-mail link, said e-mail link adapted to cause an e-mail to be sent directly to a technician responsible for handling said predetermined product.

29. (New) The system of claim 21, wherein said help window is an on-line chat window adapted to provide a communication with a live technician.

30. (New) The system of claim 21, wherein said help window is adapted to update said maintenance log with a dialog of a live technician provided in said help window.

31. (New) The system of claim 21, wherein said network webpage is adapted to provide a customer notes window, said network webpage adapted to update said maintenance log with a content of said user notes window.

32. (New) The system of claim 21, wherein said network webpage is adapted to provide a hot link adapted to interface with a cell phone.

33. (New) The system of claim 21, wherein said network webpage is adapted to provide a hot link adapted to interface with a utility belt.

PATENT
APPLICATION 09/528,693
ATTORNEY DOCKET 2000P7518US (1009-026)

34. (New) The system of claim 21, wherein said network webpage is adapted to accept a serial number of said predetermined product as an access password.